



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

C-R Telephone Company
Fairpoint Communications / C-R Telephone Company
for quarter ending September 30, 2007

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.30	5.90	5.20	5.47
B. Operator Answer Time - Information [730.510(a)(1)]	3.90	4.03	4.51	4.15
C. Repair Office Answer Time [730.510(b)(1)]	14.00	24.00	20.00	19.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	16.00	23.00	18.67
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.83	2.34	1.30	1.82
H. Percent Repeat Trouble Reports [730.545(c)]	4.00%	7.27%	20.00%	9.35%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

C-R Telephone Company
Fairpoint Communications / C-R Telephone Company
for quarter ending September 30, 2007